

# COMAP REPORT

*The Governor's Commission on Management and Productivity*  
October 7, 1996

## One of us represents all of us!

State government has embarked on multiple customer satisfaction projects. Through an initiative led by the Office of Excellence in Customer Service and their Oversight Team, teams of state employees are partnering with customers to improve states services. The Department of Revenue has redesigned their "Failure to Appear in Court" system so that citizens can have driving privileges reinstated on the same day of payment of fines and court costs. The redesign of the Department of Corrections' "Victim Notification Program" includes asking victims what they need. A local team from the first "One Stop Center" at St. Charles asked the people who are looking for jobs and training how to best provide services. Redesign of these services is a partnership project among the Departments of Economic Development, Social Services, Labor and Industrial Relations, Higher Education and Elementary and Secondary Education. The Department of Mental Health now has a customer satisfaction policy and is talking with users of central office services to target areas for internal improvements.

**Outstanding  
Customer Service –  
Every Time from  
Every State Employee**

The Department of Revenue has established an Office of Excellence in Customer Service to visit all departmental field offices and find best practices to help employees continually improve services.

### Automation

#### **Office of Information Technology**

The Information Technology Plan for state government is complete. The Tactical Plan for operations is being reviewed, and will be complete by September 15. Progress reports, as well as the plans, will be available on the Internet by the end of September. Also available on the Internet is a schedule of educational presentations by vendors. Vendors may sign up to present information to state agencies through the Internet. The state is working as a part of a coalition of local businesses, universities, and the Chamber of Commerce to fill data

processing jobs in Jefferson City. A statewide microcomputer and training contract will be available in November.

#### **Data Center Consolidation**

Three full time employees are working with the Chief Information Officer to facilitate the data center consolidations. The Department of Social Services data center consolidation project is in process and will be complete by November of this year.

#### **Data Network Consolidation**

Bids are being evaluated for a consultant to design a telecommunications network for state government.

## **Efficient Operations**

### ***Merit System Improvements***

Administrative Rules for the merit system statute changes have been issued by the Personnel Advisory Board. Revised policies and procedures have been written by the Division of Personnel, and training for state agencies has been done. Work will continue on the development of a broadband classification system for the state.

### ***Consolidations***

Governor Carnahan issued an order on creating a State Printing Steering Committee to develop and maintain a consolidated operating plan and set policy for state printing operations. The committee will send the Governor an initial organization plan by September 30, and a transition plan for the integration and coordination of state printing services by December 1, 1997.

### ***Council on Efficient Operations***

A vision and mission statement have been drafted to guide the work of the Council. Orientation meetings were held the week of August 19 for initial efficiency projects. A Council report was submitted to the Governor on September 30.

## **Fiscal Policy**

### ***Statewide Safety Program***

Jim Lowery, Director of Human Resources for the Department of Mental Health, has been selected to chair the Statewide Safety Steering Committee. Ken Oidtman, Risk

Management Administrator with the Department of Natural Resources, will serve as vice-chairman. Occu-tec, the safety consultant, has completed a written safety and health model for the state. The model will be presented to the Safety Steering Committee at the next meeting.

### ***Financing Policy***

Proposals were requested by the Financing Policy Committee for a financial advisor to assist in preparing a plan to improve state financing practices. The deadline for bid proposals was September 9. The bids are now being evaluated.

## **Management Improvement and Customer Service**

### ***Service Improvement Process***

The first four departments' projects were designed around the principles of customer focus (see cover story). The Department of Agriculture and the Office of Administration have customer satisfaction teams assessing their departments from a service perspective, inventorying products, and identifying projects for improvement. Those two departments, along with the Department of Labor and Industrial Relations and the Department of Transportation will begin their pilot projects at the end of October.

### ***Performance Management***

The implementation of the performance management process will begin with management groups. Feedback from departments on the proposed process is currently being evaluated. Pilot groups will run from April to September of 1997. Changes or modifications to the process will

be made during this time frame and up until full implementation begins in January of 1998.

### ***New Employee Orientation***

A preview of the new statewide employee orientation program will be given to the State Training Advisory Council on November 15. Requested modifications to the program will be made, with the first general session being offered on December 13.

## **Organizational Planning**

### ***Strategic Planning***

The Governor's Office and Budget and Planning have reviewed all department strategic plans and provided feedback on the initial planning documents. Strategic plans were changed and submitted with the departments' budgets. Interagency cooperative projects are being identified for incorporation into the next planning cycle.

## **Workforce**

### ***Total Compensation Policy***

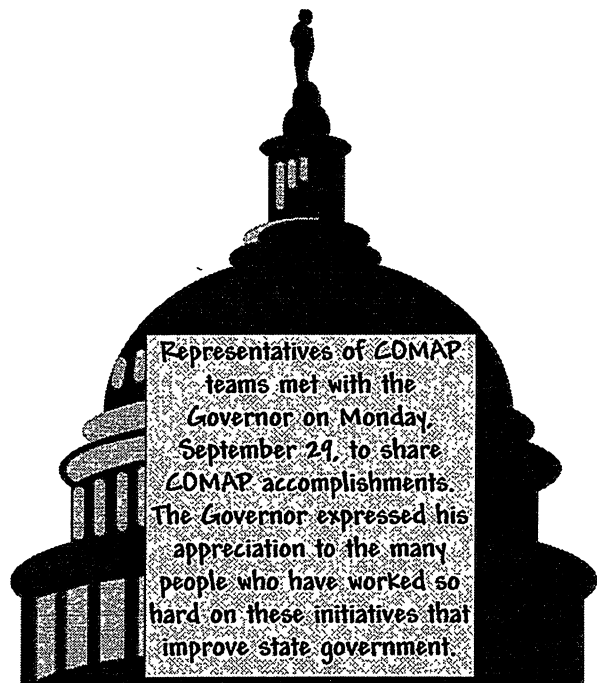
The Total Compensation Task Force has completed a pay and benefits policy statement to be used in guiding decisions on these issues for executive departments. The Governor's Office has announced that all pay and benefits issues related to legislative initiatives will be reviewed by this group. The pay plan for the next budget session has been endorsed by the Task Force, and sent to agencies with budget instructions. The Task Force will be meeting with employees around the state to

get input on pay and benefit issues, and answering questions.

### ***Diversity***

The statewide diversity training contract has been awarded to LGC and Associates, Inc., a minority and women-owned business. A preview of the training for all department directors, affirmative action council members, and state training advisory council members will be held October 17 and 18. The contractor will customize the training to meet each department's needs. For more information, call the State Equal Employment Opportunity Office at 573-751-8130.

The Urban and Rural Internship Program completed its third successful summer. Forty-eight interns gained valuable experience by working in state agencies. The goal of the program is to encourage students to work for state government after graduation. Many departments are continuing this program year-round.



**COMMISSION ON MANAGEMENT  
AND PRODUCTIVITY (COMAP)**

**350 Truman Building**

**P.O. Box 809**

**Jefferson City, MO 65102**

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